

# **CONCEPT OF OPERATIONS PROTOTYPE TEAM CHARTER**

## **Challenge**

The Corporate Board of NOAA's National Weather Service (NWS) has agreed to prototype a "Clustered Peer" office concept of operations. A "Clustered Peer" is a group of equal offices that can readily realign resources to collaborate with each other, as well as other offices, to deliver products and services.

## **Goals and Objectives**

NWS wants to determine if a group of clustered offices, operating as one large unit, can be more effective and efficient than each office on its own. A prototype will help answer questions about whether NWS can achieve multiple goals: improving service by providing a greater focus on high-impact events; maintaining local expertise; taking on additional environmental information service responsibilities; increasing the quality of work life for employees; and finding more efficient ways of operating.

Building on work done by the NWS Concept of Operations Initiative team, the Concept of Operations Prototype Team shall by FY '09:

1. Develop suitable criteria to define cluster size/domain and apply the criteria to determine the number of clusters and make-up of each cluster and provide recommendations to the NWS Corporate Board;
2. Determine what operational functions need to be prototyped, how many prototypes need to be conducted and where, and develop plan(s) to conduct the prototype(s), including any needed precursor proof-of-concept activities and provide recommendations to the NWS Corporate Board; and
3. Conduct NWS Corporate Board approved prototype(s) and based on the results of the prototype(s) provide implementation recommendations to the NWS Corporate Board.

## **Guiding Principles:**

- No degradation of service
- Retain 122 WFOs
- Equal services across the nation
- Preserve local expertise and focus on high impact events

## **Must Address**

- Criteria to define "cluster" size/domain, including consideration of various factors including links to ecosystems/watersheds, climatic regimes, etc.

- Definition of prototypes including how many, where, and when
- Need to include National Centers, RFCs, CWSUs, WFOs in analysis
- Include OCONUS perspective
- Identify tools needed including collaboration tools, product generation tools, model enhancements, and tools to support work sharing (forecasts and warnings). Evaluate effects of these needed tools on AWIPS and other NWS infrastructure plans to define the full technological needs of cluster concept
- Identify metrics for evaluation
- Effects of transition to probabilistic products and services, evolution of QPF
- Lessons learned from winter weather experiment and climate services interactions
- Workforce training needs to reach end state
- Define rules of engagement for collaboration and decision making and resource sharing (e.g. storm lifecycle tracking)
- Define customer feedback mechanisms
- Clarify roles in “short term” forecasting and now-casts
- How does the cluster concept affect National Centers (i.e. vertical integration)
- Identify other service delivery opportunities, including opportunities for collaboration in service delivery with other NOAA line offices
- Phased approach – evolving “today’s” activities... to looking to future opportunities
- Use previous “scenarios” as starting point
- Service integration with other agencies outside of NOAA
- Define budget and other resources needed to support prototyping activities
- Build in “discovery” process, i.e. recognize the prototypes will generate new concepts which will affect the cluster concept

## **Roles and Responsibilities**

### **Director:**

- Final approval authority for charter and team output.
- Maintains 51% of Corporate Board voting authority.

### **Corporate Board:**

- Remains intellectually engaged with Team.
- Available to team chair for advice and/or resources if called upon.
- Reviews deliverables.

### **Coordination Team:**

- Board level support to team chair and team.
- Resource for supporting team needs including financial resources, technological support, and problem resolution.
- Integrates schedules across Conops, Aviation and IT Consolidations Teams.
- Maintains communication of progress with NOAA as appropriate.
- Willing advocates to assure team success

Chair:

- Responsible for the Team and deliverables.
- Reports to the Director, Coordination Team and Corporate Board at pre-set intervals, between as necessary.
- Has this task as his/her number 1 priority.

Team Members:

- Report to Chair.
- Work as a team with Chair to develop all deliverables.
- Has this task as their number 1 priority.

### **Key Deliverables and Timeline**

1. Recommendations on cluster size/domain and make-up by May 1, 2006.
2. Recommendations on prototype(s) by August 1, 2006, with sufficient detail to initiate Implementation and Impact (I&I) bargaining as required by the Collective Bargaining Agreement
3. Conduct approved prototype(s) – through FY 08

### **Progress Reporting**

The Team Chair shall provide progress reports to the Corporate Board at each meeting of the Board and to the Coordination Team the third Monday of each month beginning in March 2006.

### **Team Members**

Chair: Gary Foltz

Members: Larry Dunn, Rob Hartman, Ken Graham, Darin Figurskey, James Partain, and Kennard "Chip" Kasper (NWSEO). Bill Bunting will help provide continuity from the Tiger Team as an advisor.